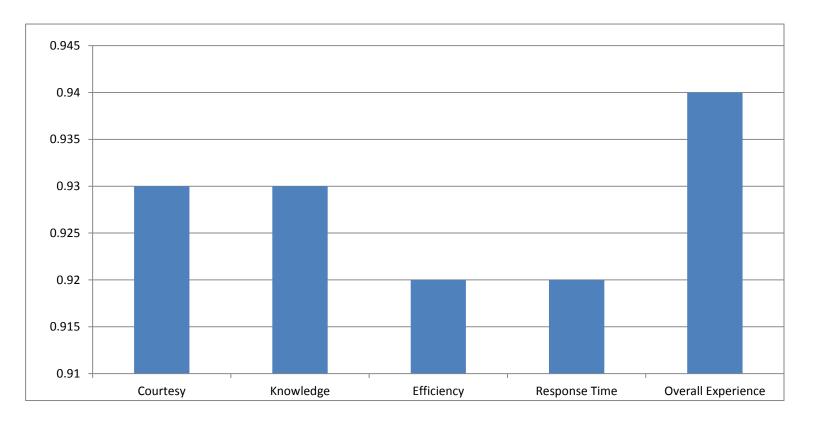
Revenue Commission Customer Satisfaction Survey



		Office of Manag		-	LouieStat	
KPI Owner: Danie	l Frockt	Process: Revenue Commission				
Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary			
Baseline: TBD		Data Source: Survey	Plan-Do-Check-Act Step 1: Define the problem			
Goal: To increase customer satisfaction with			Measurement Method: Survey			
Revenue Commission to 100% customer		Goal Source: OMB	Source: OMB			
satisfaction			Why Measure: To improve customer satisfaction			
		Benchmark Source: TBD Next Improvement Step: Validate problem, baseline benchmark, and goal				
Benchmark: TBD						
		How Are \	We Doing?			
2010-2014	2010-2014		2014 Goal	2014 Actual		
5 Year Goal	5 Year Actual		2014 G0ai	2014 Actual		
100	94		95	94		
Percentage	Percentage		Percentage	Percentage		



Report Generated: 02/20/2015 Data Expires: 02/24/2015